



## Neighbors by Ring Memorandum of Understanding

This agreement is entered into this 1st day of May, 2019, by and between Ring LLC ("Ring") and Chula Vista Police Department ("Agency"), (collectively the "parties") and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app ("Ring Neighbors") and encourage community engagement as we work together to make Chula Vista ("City") neighborhoods safer.

- Neighbors by Ring app ("Neighbors App") is a digital neighborhood watch that both law enforcement and the public may access free of charge by downloading the Neighbors App (iOS and Android).
- The Neighbors App allows users to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, Agency may:
  - Utilize the critical crime and safety events that are posted in the Neighbors App by Ring Neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep Ring Neighbors informed regarding issues in their neighborhoods.

With an understanding that a robust, active and engaged user community is essential to the immediate, sustained and ongoing success of the program, the parties agree to the following responsibilities:

### Ring

- Make the Neighbors App available to City residents free of charge.
- Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

### Agency

- Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

### Press Release

The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party's name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency's participation in the Neighbors App.

### Term

Agency's participation in the program shall commence upon Agency's acceptance of these program terms. Either party may terminate Agency's participation in the program at any time by providing 30 days' written notice to the other party; provided that in the case of material breach of this Agreement by the Agency, Ring shall only be required to provide three days' written notice to Agency.

### Privacy and Terms of Use

Ring will not provide any customer personal information, including video footage, to Agency without the prior

consent of the owner or properly issued legal process that complies with federal and state law, as applicable. Agency agrees to use the Neighbors Portal only as expressly authorized by Ring and only in connection with bona fide Agency work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Neighbors App and, as applicable, the Neighbors Portal.

**Compensation**

At no point shall either party receive compensation from each other as a result of this program.

**Confidentiality**

Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

RING LLC

5/8/2019

Date:

By:

DocuSigned by:

369F1A1F19C3476...

Name:

August Cziment

Title:

Director of operations

Agency

Date:

By:

Name:

Title:

## Tamisha Woods

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**From:** Angela Kang <angela@ring.com>  
**Sent:** Monday, June 10, 2019 4:26 PM  
**To:** Henry Martin  
**Cc:** Francis Giaime  
**Subject:** Re: Ring Training Schedule and Introduction

**Warning:**  
**External**  
**Email**

Hi Lt Martin,

My apologies for not following up with you sooner. Please let me know if there has been an update on the contacts and if we can move forward with onboarding your agency onto the Portal.

Thank you,

Angela Kang

Partner Success Manager  
angela@ring.com  
425-274-5987



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



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On Wed, May 15, 2019 at 2:57 PM Angela Kang <angela@ring.com> wrote:  
Hi Lt Martin,

Sure, completely understand. We can hold off until the 27th. I will check in with you on that date if I do not hear from you first.

Thank you,  
Angela

On Tue, May 14, 2019 at 3:51 PM Henry Martin <HMartin@chulavistapd.org> wrote:

Thank you for the follow up Angela,

While we are very excited about this new venture, we have some upcoming promotions and assignment rotations that we are waiting to hear about. They should be taking effect next week. I will be out of town on vacation as well. I would like to hold off until the announcement are made as I have a feeling that Sgt. Giaime will not be the one responsible for overseeing this project.

If it is OK with you, can we hold off until the week of the 27<sup>th</sup> to see where we stand?

Henry

**From:** Angela Kang <[angela@ring.com](mailto:angela@ring.com)>  
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**To:** Henry Martin <[HMartin@chulavistapd.org](mailto:HMartin@chulavistapd.org)>  
**Cc:** Francis Giaime <[FGiaime@chulavistapd.org](mailto:FGiaime@chulavistapd.org)>  
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We're also very excited to bring your agency onto this platform as we believe it will make your jobs a little bit easier. I look forward to working with you to onboard Chula Vista PD to the Portal. For the immediate interim, I have two questions to follow up with you.

- 1) Please advise a time preference this week or next week for a 1 hour webinar that works with you and your stakeholders. During this webinar, I will go over the logistics on what to expect on the day of the in person onboarding (will occur in the next 30 days) and then give you a preview of the Portal via a computer screen.
- 2) Can you please advise the names and emails for the below stakeholders so I can include them on the webinar invitation?

Following are the stakeholders who are required to attend the webinar training (with the caveat that some roles may be filled by the same person):

- **Investigative Leads** - will be trained on the investigative tools, including the video request feature, within Portal.
- **PIOs** - will lead the partnership announcement efforts that include a public press release that describes your participation in Neighbors.
- **Social Media** - will be in charge of Portal social media efforts
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In the meantime, please let me know if you have any questions or concerns.

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Angela Kang

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Thank you Ray for the info and the completed MOU. We are excited about this new tool and are looking forward to implementing it department wide.

Henry

Lt. Henry Martin

Community Policing Unit / HOT team

Traffic Unit / Street Team/GSU

Tue-Fri (0700-1700)

MFF Commander / FTO Program Manager

Chula Vista Police Department

315 4<sup>th</sup> Ave

Chula Vista CA 91910

Desk (619) 476-2406

Fax (619) 691-5053

[hmartin@chulavistapd.org](mailto:hmartin@chulavistapd.org)

**From:** Raymond Pollum [mailto:[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)]

**Sent:** Friday, May 10, 2019 10:56 AM

**To:** Henry Martin <[HMartin@chulavistapd.org](mailto:HMartin@chulavistapd.org)>; Francis Giaime <[FGiaime@chulavistapd.org](mailto:FGiaime@chulavistapd.org)>

**Cc:** Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>

**Subject:** Ring Training Schedule and Introduction

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Lieutenant Martin, Attached please find the fully executed MOU for your records.

At this time I want to explain the onboarding process and introduce Angela Kang who will manage the training and the ongoing support for CVPD going forward. Angela is one of our top account managers and will be an incredible resource for you and your colleagues as you ramp up your use of Portal.

The onboarding process is comprised of two parts:

**1) Remote Webinar:** The first is to gather stakeholders for a remote, webinar style training. These stakeholders (defined below) will be provided logins to access portal. Then, during the webinar Angela will walk each one through how he/she, in his/her capacity, will use portal. This will include use case and best practices.

**2) In-Person Onboarding:** Within 30 days of the initial remote webinar, Angela will schedule a formal in-person training class to be conducted onsite at your facility. The stakeholders who are trained in the remote webinar will determine the audience for the in-person onboarding. While we don't limit the number of people who can attend the formal onboarding, we've found that allowing the stakeholders to select an audience has proven effective in gathering the appropriate personnel.

Following are the stakeholders who are required to attend the webinar training (with the caveat that some roles may be filled by the same person):

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Angela will be reaching out to you to set a date for the initial Remote Webinar. If you need to reach her in the meantime, her contact information follows:

Angela Kang, Sr. Partner Success Manager

Phone: 425-274-5987

Email: on copy



Thank you again for your support. I look forward to hearing success stories from Chula Vista as we work to reduce crime in the community.

Sincerely, Ray

Raymond Pollum

Head of Law Enforcement Partnerships  
[ray@ring.com](mailto:ray@ring.com)  
949-690-6979

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## Tamisha Woods

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**From:** Raymond Pollum <raymond.pollum@ring.com>  
**Sent:** Wednesday, May 22, 2019 6:36 PM  
**To:** Sharyl Mesina  
**Subject:** Re: CVPD MOU

**Warning:  
External  
Email**

Sharyl, My colleague and I will be commuting down to National City at 8:00am. Call anytime before 10:00am 949-690-6979. Thanks, Ray

Raymond Pollum

Head of Law Enforcement Partnerships  
[ray@ring.com](mailto:ray@ring.com)  
949-690-6979



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On Wed, May 22, 2019 at 6:29 PM Sharyl Mesina <[smesina@chulavistapd.org](mailto:smesina@chulavistapd.org)> wrote:

Thank you so much for your response, I did receive your missed call today but I am out of the office and where I am has no service! Unfortunately tomorrow I have another meeting from 11:30 to 12:30. I can give you a call earlier in the morning if that will work?

Get [Outlook for iOS](#)

On Wed, May 22, 2019 at 5:49 PM -0700, "Raymond Pollum" <[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)> wrote:

**Warning:  
External  
Email**

Hi Sharyl, Tried a few times to reach you via phone, sorry we haven't connected. Quick answer to your question is we can provide early access, but the scenario you describe might be better handled differently. Please give me a call at your convenience at 949-690-6979 anytime.

Also, just to put it out there, I'm meeting with National City PD in the morning. If you'd like, I'd be happy to stop by and catch up in person. My meeting is at 10:00am, so I'd be available about 11:30 to 12:30 (then onto Escondido PD)

Either way, hope to talk soon. Ray

Raymond Pollum

Head of Law Enforcement Partnerships  
[ray@ring.com](mailto:ray@ring.com)  
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On Tue, May 21, 2019 at 2:55 PM Sharyl Mesina <[smesina@chulavistapd.org](mailto:smesina@chulavistapd.org)> wrote:

Hello,

We have spoken before when the portal first came to our attention, I was on the conference call and video conference with Lt. Martin and Sgt. Giaime.

I am contacting you because I presented the portal to our investigators today as an "FYI we will have this soon" presentation. But now they are all asking for access to it for their current cases. Is there any way to get at least one account (mine) going to I can assist in the investigations that are currently time sensitive. For example, there was a reported sexual assault yesterday and the officer noticed that the neighbor has a ring doorbell. She wanted to know if I can at least message the owner today to obtain any video. Please let me know, we understand there is a training process for users, I am willing to go through a training and do a training on Ring's behalf, or to be the only one with access for a little while.

Please let me know!

Thank you.

Kind Regards,

Sharyl Mesina

Public Safety Analyst

*Chula Vista Police Department*

*315 Fourth Avenue CV CA 91910*

*(619) 476-2455 Desk Phone*

*(619) 385-6753 Mobile*

*smesina@chulavistapd.org*

"It is a capital mistake to theorize before one has data.

Insensibly one begins to twist facts to suit theories, instead of theories to suit facts."

– Sir Arthur Conan Doyle, Sherlock Holmes

**To view the Crime&Disorder (Sharepoint), please click [HERE](#).**

*To view the PremierOne CAD reports now available, simply click [HERE](#)*

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**From:** Sharyl Mesina <[smesina@chulavistapd.org](mailto:smesina@chulavistapd.org)>  
**Sent:** Wednesday, May 22, 2019 6:30 PM  
**To:** Raymond Pollum  
**Subject:** Re: CVPD MOU

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Phone: 425-274-5987

Email: on copy

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Sincerely, Ray

Raymond Pollum

Head of Law Enforcement Partnerships  
[ray@ring.com](mailto:ray@ring.com)  
949-690-6979

---



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.





## Tamisha Woods

---

**From:** Angela Kang <angela@ring.com>  
**Sent:** Tuesday, May 14, 2019 12:15 PM  
**To:** Henry Martin  
**Cc:** Francis Giaime  
**Subject:** Re: Ring Training Schedule and Introduction

**Warning:  
External  
Email**

Hi Lt Martin,

Following up on the below email so we can get the ball rolling on onboarding Chula Vista to the Portal platform.

Thank you,

Angela Kang

Partner Success Manager  
angela@ring.com  
425-274-5987



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On Mon, May 13, 2019 at 12:15 PM Angela Kang <[angela@ring.com](mailto:angela@ring.com)> wrote:  
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On Sun, May 12, 2019 at 9:08 AM Henry Martin <[HMartin@chulavistapd.org](mailto:HMartin@chulavistapd.org)> wrote:

Thank you Ray for the info and the completed MOU. We are excited about this new tool and are looking forward to implementing it department wide.

Henry

Lt. Henry Martin

Community Policing Unit / HOT team

Traffic Unit / Street Team/GSU

Tue-Fri (0700-1700)

MFF Commander / FTO Program Manager

Chula Vista Police Department

315 4<sup>th</sup> Ave

Chula Vista CA 91910

Desk (619) 476-2406

Fax (619) 691-5053

[hmartin@chulavistapd.org](mailto:hmartin@chulavistapd.org)

**From:** Raymond Pollum [mailto:[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)]

**Sent:** Friday, May 10, 2019 10:56 AM

**To:** Henry Martin <[HMartin@chulavistapd.org](mailto:HMartin@chulavistapd.org)>; Francis Giaime <[FGiaime@chulavistapd.org](mailto:FGiaime@chulavistapd.org)>

**Cc:** Angela Kang <[a.kang@ring.com](mailto:a.kang@ring.com)>

**Subject:** Ring Training Schedule and Introduction

**Warning:  
External  
Email**

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**Sent:** Monday, May 13, 2019 12:16 PM  
**To:** Henry Martin  
**Cc:** Francis Giaime  
**Subject:** Re: Ring Training Schedule and Introduction

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## Tamisha Woods

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**From:** Raymond Pollum <raymond.pollum@ring.com>  
**Sent:** Sunday, May 12, 2019 9:09 AM  
**To:** hmartin@chulavistapd.org  
**Subject:** RE: Ring Training Schedule and Introduction

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**Cc:** Angela Kang  
**Subject:** RE: Ring Training Schedule and Introduction

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**Sent:** Friday, May 10, 2019 10:56 AM  
**To:** Henry Martin; Francis Giaime  
**Cc:** Angela Kang  
**Subject:** Ring Training Schedule and Introduction  
**Attachments:** Ring MOU - CVPD May 2019 Signed by Chief Kennedy (1).pdf

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**Neighbors by Ring**  
Memorandum of Understanding

This agreement is entered into this 1st day of May, 2019 by and between Ring LLC ("Ring") and Chula Vista Police Department ("Agency"), (collectively the "parties") and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app ("Ring Neighbors") and encourage community engagement as we work together to make Chula Vista ("City") neighborhoods safer.

- Neighbors by Ring app ("Neighbors App") is a digital neighborhood watch that both law enforcement and the public may access free of charge by downloading the Neighbors App (iOS and Android).
- The Neighbors App allows users to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, Agency may:
  - Utilize the critical crime and safety events that are posted in the Neighbors App by Ring Neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep Ring Neighbors informed regarding issues in their neighborhoods.

With an understanding that a robust, active and engaged user community is essential to the immediate, sustained and ongoing success of the program, the parties agree to the following responsibilities:

**Ring**

- Make the Neighbors App available to City residents free of charge.
- Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

**Agency**

- Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

**Press Release**

The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party's name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency's participation in the Neighbors App.

**Term**

Agency's participation in the program shall commence upon Agency's acceptance of these program terms. Either party may terminate Agency's participation in the program at any time by providing 30 days' written notice to the other party; provided that in the case of material breach of this Agreement by the Agency, Ring shall only be required to provide three days' written notice to Agency.

**Privacy and Terms of Use**

Ring will not provide any customer personal information, including video footage, to Agency without the prior

consent of the owner or properly issued legal process that complies with federal and state law, as applicable. Agency agrees to use the Neighbors Portal only as expressly authorized by Ring and only in connection with bona fide Agency work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Neighbors App and, as applicable, the Neighbors Portal.

**Compensation**

At no point shall either party receive compensation from each other as a result of this program.

**Confidentiality**

Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

RING LLC

5/8/2019

Date: \_\_\_\_\_

By: \_\_\_\_\_

DocuSigned by:

369F1A1F19C3476...

Name: \_\_\_\_\_

August Cziment

Title: \_\_\_\_\_

Director of Operations

Agency

Date: \_\_\_\_\_

4/30/19

By: \_\_\_\_\_

Name: \_\_\_\_\_

ROXANA KENNEDY

Title: \_\_\_\_\_

CHIEF OF POLICE